

PHONE SCRIPT

BELOW IS A SCRIPT TO FOLLOW WHEN MAKING CALLS

Hello, Mr./Mrs. [NAME]. This is [YOUR NAME]. I am a Certified Aftercare Specialist with [ORGANIZATION]. I'm calling to check on you and share helpful information as you grieve. Do you have a few minutes to speak?

First of all, I would like to extend my condolences to you and your family, and thank you for entrusting us with your loved one's care. Do you feel that your experience with our funeral home so far has been a positive one?

[ASK ANY OF THE QUESTIONS OUTLINED ON THE NEXT PAGE]

With regards to grief support, part of my role is to provide care and helpful resources for you and your family. I have lots of good information that families such as yours have found very useful. Is there a good time when I can stop in, answer questions and check on you all? [SET TIME/DATE]

In the meantime, we want you to know about some of our bereavement services and other local support.

- Mention local support groups or group events
- Mention holiday events, if applicable
- Mention iCare URL with online books, printables, and more

Thank you for your time today/tonight. Would it be all right if I called again to check in?

Is there anything else I can do for you?

Thank you again, and please know that you and your family are always in our thoughts.

RED FLAGS:

Certified Aftercare Specialists™ should be attentive to any of the following red flags. Refer for additional assessment and support if:

- He or she always seems irritable, annoyed, intolerant, or angry.
- He or she is experiencing an ongoing sense of numbness and/or isolation.
- He or she feels as though they have no one to talk to about their loss.
- He or she feels highly anxious most of the time, either about their own eventual death or the death of someone they love.
- His or her behavior is interfering with relationships or day-to-day functioning.
- He or she is afraid of getting close to people for fear of experiencing another loss.
- He or she has experienced a trigger of addiction struggles.
- He or she has experienced a trigger of compulsive behaviors.
- He or she is engaging in unsafe or unhealthy coping behaviors such as:
 - inappropriate use of prescription drugs
 - inappropriate use of nonprescription drugs
 - use of illegal drugs
 - excessive alcohol
 - engaging in unsafe sexual activities
 - behaving in a reckless manner
 - driving in an unsafe or reckless manner

Tell the person, “Given what you’ve been telling me, I would like to recommend . . . ”

1. local resources
2. a counselor
3. local support groups
4. local hospice organization
5. faith-based organizations
6. national hotlines

CALL 911 IMMEDIATELY IF:

- The person expresses suicidal ideation.
- The person expresses homicidal ideation.